

Call to Order

The regular meeting was called to order at 7:07 p.m.

Roll Call

Present:	Lusi Fang	Michael Farrug (arrived 7:15 p.m.)
	Penny Marinos	Cindy Stewart
	Kent Voigt	Brian Wehrung
	Richard Hughes	

Absent:	Alex Bennett
	Jerry Bixby

Introduction of Mark Dineen, Chief Operating Officer - WideOpenWest

Mark Dineen handles the day-to-day operations in Michigan now that WOW took over the Ameritech system. Mr. Dineen announced the most exciting news is that the high-speed data, which was initially thought to take eight months to roll out, was rolled out in four months. He praised WOW's excellent engineers in this accomplishment. The program was launched in Troy because it had the highest number of interested customers.

Mr. Dineen said that WOW is one of the most unique cable companies in the country. It offers competitive, flexible prices and emphasized that the market has dictated how it packages its product. The company is three years old and has 300 to 400 employees and 310,000 subscribers.

Mr. Dineen said that marketing would begin next week. WOW's product and service are totally built and maintained by the company. WOW offers flexibility in its product line. There are three components to its Internet packaging. The company will not build a LAN inside your home but will program a hub to connect computers. Packages offered differ in speed and price.

- |                    |                  |                 |
|--------------------|------------------|-----------------|
| • Value Package    | 112 kbps/sec     | \$19.95-\$34.95 |
| • Basic Package    | 300-500 kbps/sec | \$29.95-\$44.95 |
| • Advanced Package | 300 kbps-1.5 meg | \$34.95-\$49.95 |

There is no additional charge to switch from one package to another and the switch can be effective within a few hours. Price varies depending on if customer has WOW cable service.

WOW! Internet Packages are detailed on the attached sheet, which will be provided to Committee members. Installation is free. WOW controls network in its entirety; the control center is located in Naperville, Illinois. Customers who request hook-up are e-mailed available times. Virtual Private Network is offered to those individuals who use VPS service at a cost of \$10/month (competitor charges \$60/month).

Mr. Dineen said that technicians are scheduled for home installations within 30-45 days. Self-installation packages are available for Internet savvy people. Modems, connections, and cables are inclusive with the installation. The customer service phone number is the same for both cable and Internet customers.

WideOpenWest is a single coaxial cable system. Yes they deal with MacIntosh and there is no proprietary browser function with any software.

Re: EAS testing. As discussed, WOW testing is performed in the maintenance hours (1:00 am to 6:00am). Additionally, tests are performed on a regional level in which WOW (or any other cable operator) have no control.

The time frame for completion of installation from the actual request to installation is approximately two to three days for the Internet and the very next day for cable. Technicians install through an Ethernet or USB port connection at no charge.

There are currently 400 customers (mostly in Troy) with no marketing.

With Comcast and AT&T merging, is there a problem using AT&T as connection. Mr. Dineen clarified that the Comcast and AT&T merger is on the cable side only, so no problems.

WOW's website address is: [wideopenwest.com](http://wideopenwest.com). Individual e-mail addresses contain the individual's 1<sup>st</sup> initial and last name @wideopenwest.com.

Cable bills can be paid by mail, credit card and automatic deduction from bank account; and there are thirteen payment locations (one in Troy). The office is in Warren and Mr. Dineen welcomed anyone to stop by while in the neighborhood.

### Approval of Minutes

Moved by Voigt, seconded by Hughes, to approve the minutes of the regular meeting of January 17, 2002.

Motion carried unanimously.

### Correspondence

#### A. WideOpenWest – Anti-competitive Conduct; Merger of Comcast and AT&T

WOW is charging that Comcast is being discriminatory and anti-competitive because its services are being priced lower to customers threatening to move to WOW service, but these prices are not offered to all customers. Mr. Dineen said that in mid to late December, a customer called Comcast to say he was leaving Comcast to go to WOW because WOW offered a lower rate. Comcast offered him an even lower rate. Mr. Dineen said if a WOW customer chose to leave for a

competitor, WOW would match the competitor's rates. Voigt said that Comcast has been doing this in Macomb County for three to five years.

WOW could go to FCC, Justice Dept but felt they wanted to go through local markets.

Bought the system to be competitive. But there are rules for competition. How can this be resolved? Hopefully municipal authorities will address this. WOW made it public. Want to keep competitive market viable. Less than 5% of markets have competition. WOW does not have a problem if they offer rates to everyone but this is against franchise agreements. FCC washed their hands of this years ago and said competition should settle it.

Moved by Voigt, seconded by Farrung, that the Board take action to direct the City Attorney to check the City's cable franchise agreement relating to pricing and determine if Comcast's current practices offered on nonstandard rates are in violation of the franchise agreement and, if so, what action can be taken by the City.

Motion carried unanimously.

B. Comcast – regulatory ruling that may affect portion of franchise fees

Customers will no longer be billed for franchise fees on cable modem service.

C. WOW – Troy Residents in Warren Consolidated School District

The residents will now receive the Warren school channel and not the Troy school channel.

D. Beier Howlett – Questions and Answers related to 394 Transfer of Comcast – AT&T

### Old Business

A. Additional Ways to Promote WTRY

Discussion followed with respect to more predictability of program times so viewers can know exactly when to watch specific programs.

It was agreed to remove this item from future agendas.

### New Business

A. ICCA Meeting Notes – Regular March meeting and special meeting

### Related News Articles

Staff Report

Council Board Room is being completed with a remote camera system, microphones for Council Study Sessions.

Cable Truck is close to being completed. Staff will take delivery before the end of June.

Update member list with the Mr. Wehrung's new e-mail address and forward to Committee Members. ([Bpwehrung@comcast.net](mailto:Bpwehrung@comcast.net))

Next Meeting

The next meeting is scheduled for July 18, 2002 at 7 p.m.

Moved by Marinos, seconded by Hughes, to adjourn the meeting.

The meeting adjourned at 9:12 p.m.